EMERGENCY ACTION PLAN

Adopted: _______________________

1st Annual Review Date: __________ Completed: __________

2nd Annual Review Date: __________ Completed: __________

3rd Annual Review Date: __________ Completed: __________

4th Annual Review Date: __________ Completed: __________
# EMERGENCY ACTION PLAN

## Record of Changes

<table>
<thead>
<tr>
<th>Number</th>
<th>Review (Identify Page and Section)</th>
<th>Change (Identify Page and Section)</th>
<th>Date</th>
<th>Change/Review by: (Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## TABLE OF CONTENTS

**INTRODUCTION** 1

**OBJECTIVE** 1

I. Purpose 2

II. Situation and Assumptions  
   A. Situation 2  
   B. Assumptions 2

III. Concept of Operation  
   A. Pre-Emergency 3  
   B. Preparedness 6  
   C. Response 7  
   D. Recovery 7

IV. Organization and Responsibilities  
   A. Duties and Activities 8

V. Authorities and References  
   A. Authorities 8  
   B. References 8

TAB A: Notification Procedures 10
TAB B: Emergency Call-Down Roster 11
TAB C: Emergency Checklist/Evacuation Procedures 12
TAB D: Emergency Checklists/Specific Disasters  
   Fire Safety 13  
   Natural Disasters 14  
   Water/Electrical Outage 16  
   Bomb Threat 18  
   Missing Resident 19

TAB E: Administrative Services 20  
   Dietary/Food Services 22  
   Housekeeping Services 23  
   Maintenance Services 24  
   Nursing/Medical Services 25  
   Resident Services 26  
   Security Services 27

TAB F: Inventory Checklist 28
TAB G: Emergency Points of Contact Directory 29

Supplement to the Emergency Action Plan for Long Term Care Facilities
INTRODUCTION

During the past several years some of the costliest disasters of this century have occurred resulting in countless deaths and injuries to the citizens of America. In Oklahoma, we have felt the effects of floods, ice storms, grass fires, tornadoes, industrial accidents, the bombing of the Alfred P. Murrah Federal Building, the attacks on the World Trade Center, and, most recently, Hurricane Katrina.

Additionally, the phenomenon known as the "graying of America" has resulted in an increased need for Long Term Care Facilities and has produced areas of population densities. This combined with the catastrophic effects of recent disasters has identified the need for an emergency action plan for Long Term Care Facilities to include plans for relocation of residents. This need is further established in federal and state regulation.

The use of the term "Long Term Care Facilities" in this plan refers to Assisted Living, Residential Care, Continuum of Care, Nursing Homes and Intermediate Care Facilities for the Mentally Retarded.

OBJECTIVE

The Oklahoma Department of Emergency Management in collaboration with the Department of Health has developed a MODEL EMERGENCY ACTION PLAN for Long Term Care Facilities. This plan is provided as a courtesy. Recipients are welcome to utilize the plan in full (by simply filling in the blanks) or alter the plan to suit their facility's individual needs.

This plan is designed as a resource tool to assist in the development and implementation of an emergency action plan within your organization or agency. Specific compliance requirements addressed in this plan have been researched to the best of our ability through State and local agencies. Once in place, it is recommended that the plans be reviewed and updated on a routine basis to ensure their accuracy.

If you have any questions about the plan please contact the Planning, Training and Exercise Division, Oklahoma Department of Emergency Management (405) 521-2481.
I. PURPOSE

To provide guidance to _____________________________________________ on emergency policies and procedures to protect the lives and property of residents, staff and visitors.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. The State of Oklahoma is vulnerable to natural and technological disasters.

2. Residents of this facility require special emergency consideration in planning for disasters or emergencies and in ensuring safety.

B. Assumptions

1. The possibility exists that an emergency may occur at any time.

2. In the event an emergency exceeds the facility's capability, external services and resources may be required.

3. Local, state and federal departments and agencies may provide assistance necessary to protect lives and property.

4. It is the responsibility of the Department of Health and/or the Office of the State Fire Marshal to inspect the facility for compliance with published safety guidelines.

5. The local Emergency Management Agency is available to assist in writing and reviewing the facility's emergency action plan. Contact the Oklahoma Department of Emergency Management at 405.521.2481 to locate your city or county Emergency Manager.

6. The Department of Health is responsible for the annual inspection of the facility for compliance with all state and federal statutes and regulations. This emergency action plan will be reviewed at these inspections.

7. Based on authority, the State Fire Marshal or the local fire department may be responsible for the annual review and inspection of fire safety plans and procedures.

III. CONCEPT OF OPERATIONS

Because the state is subject to the adverse effects of natural or technological disasters, the facility administrator should develop and revise, in coordination with the Department of Health, the Office of
the State Fire Marshal and the local Emergency Management Director, an emergency action plan capable of providing for the safety and protection of residents, staff and visitors. Procedures should be developed to insure that residents who are hearing impaired, are speech impaired, or have English as a second language are properly informed and alerted as necessary. This plan can be effective for either internal or external emergencies.

A. Pre-Emergency

The primary focus of this phase is on the development, revision, testing and training of the emergency action plan.

1. Review, exercise and re-evaluate existing plans, policies and procedures.

2. Coordinate plans with the local emergency management agency and provide input into the county's emergency plans. A Memorandum of Understanding, or Mutual Aid Agreement should be in place.

3. Review and update resource lists. (See TAB F)
   a. Ensure the availability of manpower needed to execute emergency procedures.
   b. Work with the local Emergency Management Director, in locating needed resources.
   c. Identify staff needing transportation and arrange for provision of this service.

4. Determine communication system. For example, cellular phones and fax machines may offer the best means of telecommunication in the event of a power loss. However, a supply of quarters and accessibility to a pay phone may serve as a reasonable alternative.

5. Ensure the availability and functioning of facility emergency warning system.

6. Test reliability of emergency telephone roster for contacting emergency personnel and activating emergency procedures.

7. Develop procedure for testing generators and equipment supported by emergency generators.
   a. Ensure a 48 hour supply of emergency fuel and establish an agreement for delivery with a supplier.
   b. Activate the generators for a minimum of eight hours every thirty days.
   c. Document all testing procedures.

8. Ensure a 4 day supply of food and water for residents and staff.
   a. Arrange for a private contact to supply back-up resources.
   b. Contact the local Emergency Management Director, for assistance in establishing a private
9. Schedule employee orientation training and in-service training programs on the operations of the emergency plan.

10. Enhance emergency education.

   a. Distribute personal preparedness checklists on fire safety, protection from natural disasters, etc. (see TAB D)

   b. Post display of evacuation routes, alarm and fire extinguisher locations and telephone numbers of emergency contacts.

   c. Provide demonstrations on warning systems and proper use of emergency equipment for the staff, residents and resident families.

11. Conduct, at a minimum, twelve unannounced fire drills per year. Check fire regulations in your community for local compliance requirements.

   a. One drill is required per quarter for each shift.

   b. Document each drill, instruction or event to include dates, content and the participants involved.

12. It is recommended that, at a minimum, annual unannounced drills exercising all aspects of the emergency action plan be conducted. Document drills with critiques and evaluations.

13. Develop and maintain Standard Operating Procedures including procedures and tasking assignments, resources, security procedures, personnel call down lists and inventories of emergency supplies. Include section designating staff, space and food provision for the facility's use as a shelter for the external population.

14. ________________ (location) is designated as the Crisis Command Post (CCP) location to serve as the focal point for coordinating operations and (location) is designated as an alternate location outside the facility for use if evacuation is necessary. If possible there should be at least two direct outside lines in the command post and multiple copies of emergency telephone numbers (home, beeper and cellular #'s of staff, community, and state agency #'s and #’s of additional key personnel) should be available.

15. Designate staff trained in the content of the disaster plan to execute the activities of the Command Post.
16. Plan for Evacuation and Relocation

Describe the policies, role responsibilities and procedures for the evacuation of residents from the facility. (See the Supplement to the Emergency Action Plan for Long Term Care Facilities)

a. Identify the individual responsible for implementing facility evacuation procedures.

b. Identify residents who may require skilled transportation provided by local jurisdiction resources.

c. Determine the number of ambulatory and non-ambulatory residents.

d. Identify transportation arrangements made through mutual aid agreements or understandings that will be used to evacuate residents (Copies of the agreements must be attached as annexes).

e. Describe transportation arrangements for logistical support to include moving records, medications, food, water, and other necessities (Copies of the agreements must be attached as annexes).

f. Identify facilities and include in the plan a copy of the mutual aid agreement that has been entered into with a facility to receive residents/patients (Copies of the agreements must be attached as annexes).

g. Identify evacuation routes that will be used and secondary routes should the primary route be impassable.

h. Specify the amount of time it will take to successfully evacuate all patients/residents to the receiving facility.

i. Specify the procedures that ensure facility staff will accompany evacuating residents/patients.

j. Identify procedures that will be used to keep track of residents once they have been evacuated to include a log system.

k. Determine what and how much should each resident take.

l. Provide for a minimum of 72-hour stay, with provisions to extend this period of time if the disaster is of catastrophic magnitude.

m. Establish procedures for responding to family inquiries about residents who have been evacuated.

n. Establish procedures for ensuring all residents are accounted for and are out of the facility.

o. Determine at what point to begin the pre-positioning of necessary medical supplies and
p. Specify at what point the mutual aid agreements for transportation and the notification of alternative facilities will begin.

**Mutual Aide Agreements**

Mutual-aid agreement content will vary but items to consider addressing include the following elements or provisions:

- definitions of key terms used in the agreement;
- roles and responsibilities of individual parties;
- procedures for requesting and providing assistance;
- procedures, authorities, and rules for payment, reimbursement, and allocation of costs;
- notification procedures;
- protocols for interoperable communications;
- relationships with other agreements among jurisdictions;
- workers compensation;
- treatment of liability and immunity;
- recognition of qualifications and certifications; and
- sharing agreements, as required.

See the Supplement to the Emergency Action Plan for Long Term Care Facilities for more information on this topic.

17. Identify community resources such as volunteers, churches, clubs and organizations, emergency medical services, law enforcement, fire departments, businesses, hospitals and local government departments/agencies.

18. Establish a plan for donations management. Delineate what is needed, where items will be received and stored and who will manage donation management operations.

**B. Preparedness**

Upon receipt of an internal or external warning of an emergency, the facility administrator or appropriate designee(s), in coordination with the local Fire Department, should:

1. Notify staff in charge of emergency operations to initiate the disaster plan; advise personnel of efforts designed to guarantee resident safety. (see TAB A for Notification Checklist and TAB B for Emergency Call-Down Roster)

2. If potential disaster is weather related, closely monitor weather conditions and update department directors, as necessary.

3. Inform key agencies of any developing situation and protective actions contemplated.

4. Review the Emergency Plan including evacuation routes with staff and residents.

5. Prepare the ________________________ (designated area) for Command Post
operations and alert staff of impending operations.

6. Receive calls from families; coordinate dissemination of messages.

7. Control facility access.

8. Confirm emergency staff availability and facilitate care of their families.

9. Pre-arrange emergency transportation of non-ambulatory residents (dialysis residents, etc.) and their records.

10. Check food and water supplies.

11. Store a supply of radios and flashlights, secure loose outdoor furniture and keep vehicles fueled (A 2 ½ tank reserve is recommended).

12. Coordinate with local authorities/agencies and private contacts to confirm availability of resources, including medical services, response personnel, etc.

13. Confirm transportation agreements with Emergency Medical Services agencies, tour bus companies or private individuals for buses or other emergency vehicles. (Check with your local and state emergency management office for examples.)

14. Have a plan in place with ________________ (pharmacy name) and an alternate source to determine emergency operations in the event of halted deliveries or need for backup.

15. Warn the staff and residents of the situation and expedient protective measures.

16. Remain calm, reassure residents to minimize fear and panic.

17. Schedule extended shifts for essential staff and alert alternate personnel to remain on stand-by.

C. Response

In response to an actual emergency situation, the facility administrator will coordinate the following actions:

1. Complete the actions of Pre-emergency and Preparedness outlined above.


3. Coordinate actions and requests for assistance with local jurisdiction emergency services and the community.

4. Determine requirements for additional resources and continue to update appropriate authorities and/or services.
5. Ensure communication with residents' families and physicians.

6. Ensure prompt transfer of resident records.

D. Recovery

Immediately following the emergency situation, the facility administrator should take the provisions necessary to complete the following actions.

1. Coordinate recovery operations with the local Emergency Management Agency and other local agencies to restore normal operations, to perform search and rescue and to re-establish essential services.

2. Provide crisis counseling for residents/families as needed.

3. Provide local authorities a master list of displaced, missing, injured or dead and notify the next-of-kin.

4. Provide information on sanitary precautions for contaminated water and food to staff, volunteers, residents and appropriate personnel.

5. If necessary, arrange for alternate housing or facilities.

IV. ORGANIZATION AND RESPONSIBILITIES

The facility administrator is responsible for the overall direction and control of facility emergency operations, receiving requested assistance from the heads of each internal department, the local Emergency Management Agency, local Fire Department, private and volunteer organizations and various local and state departments and agencies. (see TAB E for Department Checklists)

Duties and activities that should be directed or assigned by the administrator:

1. Coordinate the activation and oversee the implementation of the emergency plans.

2. Direct operation of the Command Post.

3. Assign a coordinator for the delivery of resident medical needs.

4. Assign a coordinator accountable for residents and their records; and needed supplies.

5. Assign responsibility for maintaining safety of the facility grounds - securing necessary equipment and alternative power sources.

6. Review regularly the inventory of vehicles and report to administrative services.

7. Coordinate the emergency food services program.

8. Ensure availability of special resident menu requirements and assess needs for additional food
9. Assign a coordinator to ensure the cleanliness of all residents and provision of resident supplies for three days.

10. Coordinate the inspection of essential equipment (wet/dry vacuums) and protection of facility (lower blinds, close windows, secure loose equipment, etc.).

11. Provide security of facility/grounds and limit access to facility as necessary.

12. Coordinate provision of assistance to Maintenance and Housekeeping Departments.

13. Supervise notification of families on emergency operations.

14. Facilitate telecommunications and oversee release of information.

V. Authorities and References

A. Authorities

1. 42 CFR Ch IV, Part 483, Requirements for States and Long Term Care Facilities, 483.75, Administration: (m) Disaster and Emergency Preparedness.


3. 42 CFR Ch IV, Part 483, Requirements for States and Long Term Care Facilities, Subpart I Conditions of Participation for Intermediate Care Facilities for the Mentally Retarded, Sec. 483.470, Condition of participation: Physical environment; (h) Disaster and Emergency Preparedness.

4. OAC Chapter 680, Regulations for Residential Care Homes, Section 310:680-3-6. Records and reports; and 63 O.S. 1-828

5. OAC Chapter 663, Regulations for Continuum Of Care And Assisted Living Facilities, Section 310:663-3-3. Description of service in assisted living center; and OAC 310:663-7-1. General requirements.

See also the Supplement to the Emergency Action Plan for Long Term Care Facilities

B. References


3. American Red Cross; Disaster Services Website:  
   http://www.redcross.org/services/disaster/0,1082,0_501_,00.html

4. Oklahoma Department of Emergency Management  
   Will Rogers Bldg, Box 53365  
   Oklahoma City, OK 73152-3365  
   Phone: (405) 521.2481  
   http://www.ok.gov/oem/

5. Oklahoma Office of Homeland Security  
   P.O. Box 11415  
   Oklahoma City, OK 73136-0415  
   Phone: (405) 425.7296  
   okohs@dps.state.ok.us

6. Oklahoma Residential Assisted Living Association  
   P.O. Box 54364  
   Oklahoma City, OK 73154-4364  
   Phone: (405) 840-0727  
   http://www.orala.org/

7. Oklahoma Association of Homes and Services for the Aging  
   P.O. Box 1383  
   El Reno, OK 73036  
   Phone: (405) 640.8040  
   http://www.okahsa.org/

8. Oklahoma Association of Health Care Providers  
   200 NE 28th • Oklahoma City, OK 73105  
   Phone: (405) 524-8338  
   http://www.oahcp.org/

9. Oklahoma Assisted Living Association  
   1329 N. Classen Drive  
   Oklahoma City, OK 73103  
   Phone: (405) 235-5000  
   http://www.okala.org
EMERGENCY ACTION PLAN

NOTIFICATION PROCEDURES

TAB A

I. Warning Systems

External Receipt of Warning

Local government authorities should issue warning of a disaster by mass media (radio and television).

Internal
An internal warning of an emergency should come from the facility's Administrative Services and should be disseminated to staff, residents and visitors by _______________________. (intercom, alarm system)

In the event of a power failure, the alternate alert/warning system shall be _______________________.

II. Communications Procedures

All calls shall be routed through the Command Post.

Completed Initials

1. Alert staff, residents and visitors of emergency.
2. Call off-duty staff from emergency call-down roster.
3. Notify appropriate authorities. These authorities include:
   a. Local Fire Department
      #________________
   b. Local Emergency Mgmt Agency
      #________________
   c. State Department of Health
      Ph. 1-800-747-8419
      Ph. 1-405-271-6868
      Fax. 1-866-239-7553
      Fax. 1-405-271-4172
   d. Resident physicians and families

ATTACH LIST OF PHYSICIAN AND FAMILY NAMES AND NUMBERS.

4. Keep authorities updated on emergency operations.

__________________________  ______________________
Signature                      Date
TAB B
EMERGENCY CALL-DOWN ROSTER

EMERGENCY SERVICES
(i.e. 911, Fire Department, Police Department, EMS)

Fire: #
Police: #
Ambulance: #
Other: #

FACILITY ADMINISTRATOR
#________________________

Administration Services Director
#________________________

Housekeeping Services Director
#________________________

Dietary/Food Services Director
#________________________

Nurse/Medical Services Director
#________________________

Maintenance Services Director
#________________________

Security Services Director
#________________________

TAB C
EMERGENCY CHECKLIST

EVACUATION PROCEDURES

NOTE: It is recommended that two types of evacuation procedures be developed. These include internal evacuation procedures and external evacuation procedures.

DATE: ______________ TIME: ______________

Completed Initials

1. Identify and designate plainly marked exits, evacuation routes, and alternatives on master floor plan for both internal and external evacuations.
   - Plan safe routes - avoid wooden stairs, open stairwells, boiler rooms, windows, etc.
   - Assign handicapped or non-ambulatory residents to ground floor rooms, close to exits.
   - Designate facility compartments for internal evacuation and for planning the safest external evacuation routes.

2. Inform staff and residents on exit locations and evacuation procedures.

3. KEEP RESIDENTS CALM.

4. Evacuate residents in orderly fashion, according to physical condition.
   - Ambulatory
   - wheelchair
   - bedfast residents

5. Search bathrooms, laundry room, storage closets and vacant rooms for stranded residents, visitors or staff and assist in their evacuation.

6. Clear corridors of any obstructions such as carts, wheelchairs, etc.

7. Turn off electrical appliances.

8. Recount residents to assure no missing residents.

9. Remove resident records.

Signature Date
EMERGENCY ACTION PLAN

TAB D
EMERGENCY CHECKLISTS
SPECIFIC DISASTERS/INCIDENTS
FIRE SAFETY

If prepared, insert completed Fire Plan in this TAB

DATE: ___________________ TIME: _____________________

Completed    Initials

1. Post location of fire alarms.
2. Post location of fire extinguishers.
3. Train employees on use of alarm system and extinguishers.
4. Post directions on how to utilize emergency equipment.
5. Follow RACE procedures:
   R: Rescue - Rescue residents in immediate danger.
   A: Alarm - Sound nearest alarm if not already activated.
   C: Confine - Close doors behind you to confine fire. Crawl low if exit route is blocked by smoke.
   E: Extinguish - Utilize fire extinguisher as situation permits or;
   Evacuate - Follow evacuation procedures

__________________________  ______________
Signature                   Date
EMERGENCY ACTION PLAN

EMERGENCY CHECKLIST
NATURAL DISASTERS

DATE: ___________________  TIME: ___________________

Completed  Initials

1. Severe Electrical Storms

   _______ _______ a. Relocate to inner areas of building as possible.
   _______ _______ b. Keep away from glass windows, doors, skylights and appliances.
   _______ _______ c. Refrain from using phones, taking showers.
   _______ _______ d. Stay away from computers

2. Tornado (WATCH ISSUED)

   _______ _______ a. Listen to local radio and TV stations for further updates. Check that radio batteries are available and charged
   _______ _______ b. Be alert to changing weather conditions.
   _______ _______ c. Secure equipment, outdoor furniture.
   _______ _______ d. Send "tornado spotters" to look out locations.
   _______ _______ e. Secure articles which may act as projectiles.
   _______ _______ f. Alert staff to the need for possible sheltering of residents

   Tornado (WARNING ISSUED)

   _______ _______ g. Seek shelter in designated area (i.e. safe room, basement, first floor interior hallways, restrooms or other enclosed small areas.
   _______ _______ h. Check restrooms or vacant rooms for visitors or stranded residents and escort to shelter area.
   _______ _______ i. Take position of greatest safety:

     ✓ If possible, crouch down on knees with head down and hands locked at back of neck, or:

     ✓ Protect head/body with pillows or mattress.
Bedridden residents, if unable to be moved to central corridors, should have window blinds or curtains closed and protected as much as possible.

3. Winter Storms

- Secure facility against frozen pipes.
- Check emergency and alternate utility sources.
- Check emergency generator: Does it start? Is there fuel?
- Conserve utilities - maintain low temperatures, consistent with health needs.
- Equip vehicles with chains and snow tires.
- Keep sidewalks clear.

4. Flooding (External sources).

- Shut off water main to prevent contamination.
- Pack refrigerators/food lockers with dry ice.
- Prepare to evacuate residents.

Flooding (Internal source).

- Turn off building electricity.
- Move residents as required.
EMERGENCY CHECKLIST
WATER/ELECTRICAL OUTAGE

DATE: ___________________ TIME: ____________________

Completed  Initials

PREPAREDNESS:

1. Ensure a four day supply of food and water for residents and staff and a 48 hour supply of emergency fuel.

2. Arrange for private contact to serve as an added back-up resource.

3. Work with the Local Emergency Management Agency in establishing a back-up resource.

4. Keep an accurate blueprint of all utility lines and pipes associated with the facility and grounds.

5. Develop procedures for emergency utility shutdown.

6. List all day and evening phone numbers of emergency reporting and repair services of all serving utility companies.

7. List names and numbers of maintenance personnel for day and evening notification.

RESPONSE - Electric Power Failure

1. Call # ____________ (power company).

2. Notify the maintenance staff.

3. Evacuate the building if danger of fire.

4. Keep refrigerated food and medicine storage units closed to retard spoilage.

5. Turn off power at main control point if short is suspected.

6. Follow repair procedures.

Completed  Initials
EMERGENCY ACTION PLAN

RESPONSE - Water Main Break

1. Call #_____________________________ (facility maintenance).
2. Shut off valve at primary control point.
3. Relocate articles which may be damaged by water.
4. Call ________________________ (pre-designated assistance groups) if flooding occurs.

RESPONSE - Gas Line Break

1. Evacuate the building immediately. Follow evacuation procedures.
2. Notify maintenance staff, Administrator, local public utility department, gas company and police and fire departments. List all numbers here.
3. Shut off the main valve.
4. Open windows.
5. Re-enter building only at the discretion of utility officials.

_________________________________  ________________________________
Signature                                    Date
INSTRUCTIONS
Insert your local police department’s telephone number below.* Notify your police department immediately after receiving a bomb threat. Do as the police department advises. Complete the form and give it to the Administrator, person in charge and/or police.

QUESTIONS TO ASK DURING A BOMB THREAT TELEPHONE CALL
1. What kind of bomb is it? ___Time ___Barometric Altitude ___Anti-handling
2. What does the bomb look like? ______
3. Where is the bomb located right now? ______
4. When is the bomb going to explode? ______
5. What will cause the bomb to explode? ______
6. Did you place the bomb? ______
7. Why did you place the bomb? ______
8. Where are you calling from? ______
9. What is your name? ______
10. What is your address? ______

EXACT WORDING OF THREAT

Sex of Caller: ___Female ___Male
Approximate Age of Caller: ______
Possible Race of Caller: ______
Is the voice familiar? ___Yes ___No
If yes, whom did it sound like? ______
Length of Call: ______
Number at Which Call Was Received: ______
Date Received: ______
Time Received: ______
Person Receiving Call: ______

DESCRIPTION
Circle/check all that apply.

<table>
<thead>
<tr>
<th>VOICE</th>
<th>SPEECH</th>
<th>MANNER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loud</td>
<td>Fast</td>
<td>Calm</td>
</tr>
<tr>
<td>High Pitched</td>
<td>Distinct</td>
<td>Rational</td>
</tr>
<tr>
<td>Raspy</td>
<td>Stutter</td>
<td>Deliberate</td>
</tr>
<tr>
<td>Soft</td>
<td>Slurred</td>
<td>Angry</td>
</tr>
<tr>
<td>Deep</td>
<td>Slow</td>
<td>Crying</td>
</tr>
<tr>
<td>Pleasant</td>
<td>Lisp</td>
<td>Incoherent</td>
</tr>
<tr>
<td>Nasal</td>
<td>Breathless</td>
<td>Emotional</td>
</tr>
<tr>
<td>Disguised</td>
<td>Distorted</td>
<td>Laughing</td>
</tr>
<tr>
<td>Normal</td>
<td>Monotone</td>
<td>Intoxicated</td>
</tr>
</tbody>
</table>

Circle/check most appropriate answer. Use provided space for more specific information.

<table>
<thead>
<tr>
<th>ACCENT</th>
<th>LANGUAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local:</td>
<td>Articulate/Educated</td>
</tr>
<tr>
<td>Regional:</td>
<td>Fair/Good</td>
</tr>
<tr>
<td>Foreign:</td>
<td>Poorly Educated</td>
</tr>
<tr>
<td>Race:</td>
<td>Cursing/Offensive</td>
</tr>
<tr>
<td>Other:</td>
<td>Other: ______</td>
</tr>
</tbody>
</table>

BACKGROUND NOISE
___Factory/Mechanical ___Street/Traffic
___Office Machinery ___Glassware/Café
___Trains ___Music
___Airplanes ___PA System
___Rain/Thunder ___Voices/Talking
___Party Atmosphere ___Quiet
___Radio/TV ___Household Appliance
___Animals (specify:) ______

FAMILIARITY: WITH THREATENED FACILITY
___Much ___Some ___None

FAMILIARITY: WITH GENERAL AREA/LOCATION
___Much ___Some ___None

ADDITIONAL PERTINENT INFORMATION OR REMARKS

*POLICE DEPARTMENT:
MISSING RESIDENT

DATE: ____________________ TIME: ______________________

Completed       Initials

_______ ________ 1. Communicate internal notification of missing resident.

_______ ________ 2. Search every SPACE in facility.

_______ ________ 3. Search immediate grounds - supply flashlights.

_______ ________ 4. Call 911 or local Police Department.

_______ ________ 5. State Department of Health
     Ph.  1-800-747-8419
     Ph.  1-405-271-6868
     Fax. 1-866-239-7553
     Fax.  1-405-271-4172

_______ ________ 6. Notify responsible family member:

  ✓ Inform family that resident is missing.
  ✓ State that local Police Department has been notified.
  ✓ Ask family members to remain at home near phone.
  ✓ Discourage family members from coming to the facility until notified to do so.

_______ ________ 7. Supply resident's picture from medical records to search team members. (Current yearly photos are encouraged.)

________________________________  ______________________
Signature                                     Date
# EMERGENCY CHECKLISTS

## DEPARTMENT RESPONSIBILITIES

### ADMINISTRATIVE SERVICES

<table>
<thead>
<tr>
<th>Completed</th>
<th>Initials</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1. Alert staff of emergency.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Determine extent/type of emergency.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Activate emergency plans.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Activate emergency staffing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provide transportation of emergency personnel, as needed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Notify local jurisdiction support.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Contact pharmacy to determine:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Cancellation of deliveries?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Availability of backup pharmacy?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>c. Availability of 3-days of medical supplies?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Authorize operation of crisis command post.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Provide checklists to staff.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Ensure communications equipment is operational.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Cancel special activities (i.e.: trips, activities, family visits, etc.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Monitor the emergency communication station.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10. Receive briefings from Department Heads on pending operations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11. Closely monitor weather reports for significant weather changes or warnings.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. Determine need for evacuation and begin procedures, if necessary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13. Arrange for emergency transportation of ambulatory residents.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14. If necessary, prepare facility for sheltering of external populations:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Designate allotted space and food.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Provide additional staffing.</td>
</tr>
</tbody>
</table>

---

**Signature**

**Date**
EMERGENCY CHECKLIST
DIETARY/FOOD SERVICES

DATE: ______________________ TIME: ____________________

Completed  Initials

_______ ______  1. Check water and food for contamination.

_______ ______  2. Check refrigeration loss if refrigerator or food lockers are not on emergency power circuit.

_______ ______  3. Ensure 4-day supply of food storage for residents and staff.

_______ ______  4. Ensure availability of special resident menu requirements.

_______ ______  5. Assess needs for additional food stocks.

_______ ______  6. Secure dietary cart in sub-dining room or small, enclosed area.

_______ ______  7. Assemble required food and water rations to move to evacuation site, as necessary.

Signature  Date
EMERGENCY ACTION PLAN

EMERGENCY CHECKLIST

HOUSEKEEPING SERVICES

DATE: _______________________ TIME: ______________________

Completed  Initials

_______  ______  1. Ensure cleanliness of residents.

_______  ______  2. Ensure provision of resident supplies for three days.

_______  ______  3. Clear corridors of any obstructions such as carts, wheelchairs, etc.

_______  ______  4. Secure laundry cart in main bathroom.

_______  ______  5. Check equipment (wet/dry vacuums, etc.)

_______  ______  6. Secure facility (close windows, lower blinds, etc.)

__________________________  ________________________
Signature  Date
EMERGENCY ACTION PLAN

EMERGENCY CHECKLIST
MAINTENANCE SERVICES

DATE: _______________________ TIME: ___________________

Completed  Initials

1. Review staffing/extend shifts.

2. Check safety of surrounding grounds (secure loose outdoor equipment and furniture).

3. Secure doors.

4. Check/fuel emergency generator and switch to alternative power as necessary.
   a. Alert Department Heads of equipment supported by emergency generator.
   b. If pump or switch on emergency generator is controlled electrically, install manual pump or switch.

5. Check hazardous materials.

6. Conduct inventory of vehicles, tools and equipment and report to administrative service.


8. Identify shut off valves and switches for gas, oil, water and electricity and post charts to inform personnel.

9. Identify hazardous and protective areas of facility and post locations.

10. Close down/secure facility in event of evacuation.

Signature ________________________ Date ________________________
EMERGENCY CHECKLIST
NURSING/MEDICAL SERVICES

DATE: _________________________ TIME: _____________________

Completed  Initials

_______   _______  1. Ensure delivery of resident medical needs.

_______   _______  2. Assess special medical situations.

_______   _______  3. Coordinate oxygen use.

_______   _______  4. Relocate endangered residents.

_______   _______  5. Ensure availability of medical supplies.

_______   _______  6. Ensure safety of resident records.

_______   _______  7. Maintain resident accountability and control.

_______   _______  8. Supervise residents and their release to relatives, when approved.

_______   _______  9. Ensure proper control of arriving residents and their records.

_______   _______  10. Screen ambulatory residents to identify those eligible for release.

_______   _______  11. Maintain master list of all residents, including their dispositions. Forward this list to the local authorities.

_________________________   ______________________
Signature  Date
EMERGENCY ACTION PLAN

EMERGENCY CHECKLIST
RESIDENT SERVICES

DATE: ______________________ TIME: ____________________

Completed  Initials

1. Notify resident families.

2. Coordinate information release with senior administrator.

3. Facilitate telephone communication.

4. Act as message center.

_________________________  ____________________________
Signature                      Date
EMERGENCY CHECKLIST
SECURITY SERVICES

DATE: _______________________ TIME: ___________________

Completed  Initials

_______ _____  1. Assess building security.

_______ _____  2. Secure building as needed.

_______ _____  3. Control entry and exit.

_______ _____  4. Provide protection for residents and staff.

Signature

Date
EMERGENCY ACTION PLAN

TAB F
INVENTORY CHECKLIST

Vehicle Resources Available

Locations and # of Buses _________________________________________________________

Points of Contact _____________________________________________________________

Locations and # of Vans _________________________________________________________

Points of Contact _____________________________________________________________

Food Supply

Emergency Menus
EMERGENCY ACTION PLAN

TAB G

EMERGENCY POINTS OF CONTACT DIRECTORY

LOCAL FIRE DEPARTMENT
NAME ____________________________________________
ADDRESS _______________________________________
PHONE EMER# ___________________________ BUS# ______________________________

LOCAL POLICE DEPARTMENT
NAME ____________________________________________
ADDRESS _______________________________________
PHONE EMER# ___________________________ BUS# ______________________________

LOCAL EMERGENCY MEDICAL SERVICES
NAME ____________________________________________
ADDRESS _______________________________________
PHONE EMER# ___________________________ BUS# ______________________________

LOCAL EMERGENCY MANAGEMENT AGENCY
NAME ____________________________________________
ADDRESS _______________________________________
PHONE EMER# ___________________________ BUS# ______________________________

LOCAL AMERICAN RED CROSS
NAME ____________________________________________
ADDRESS _______________________________________
PHONE EMER# ___________________________ BUS# ______________________________

COUNTY/STATE HEALTH DEPARTMENT
NAME ____________________________________________
ADDRESS _______________________________________
PHONE EMER# ___________________________ BUS# ______________________________